



DFAS Business Evolution (DBE)



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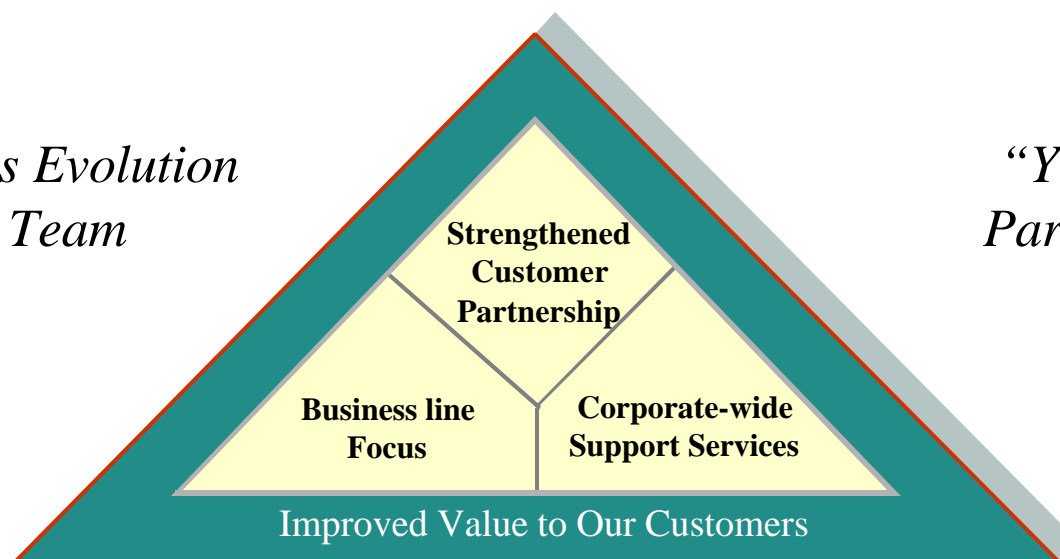
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DFAS Business Evolution Plan (Phase 1)

*DFAS Business Evolution
Planning Team*

*“Your Financial
Partner @ Work”*



*Briefing to DFAS Management
(August 7, 2000)*

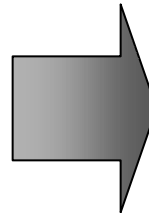


DFAS Business Evolution (DBE)



Current Geographical Focus

- **“Improve Quality, Lower Cost”**
- **Geographical Organization
(Centers/OPLOCs)**
- **Site Reductions**
- **Systems Reductions**



Future Business-line Focus

- **“Improved Value”**
- **Strengthened Customer
Partnerships**
- **Business-line Organization**
- **Corporate-wide Support
Services**

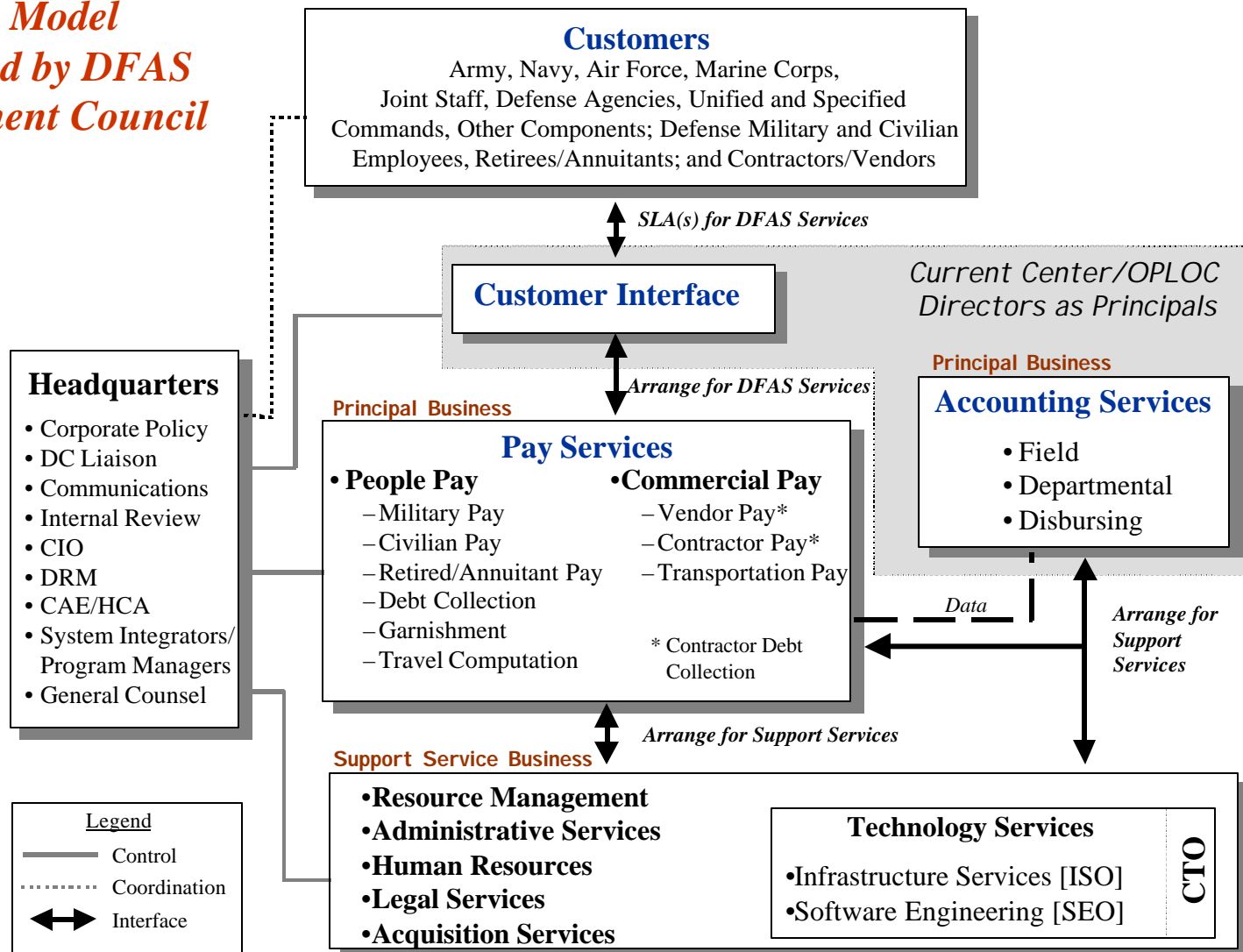
“Your Financial Partner @ Work”



DFAS Business Evolution (DBE) Operational Concept



DBE Model
Developed by DFAS
Management Council





Customer Interface Definitions



- **Client Executive (CE)** - is accountable for the client relationship within a single business line and across all business lines and product lines. Typically a client will receive services from several DFAS business lines. The CE for that client will address any issues the client raises that are not addressed within the delivery mechanism of the business line/product line. A CE is responsible for client satisfaction, new business initiatives, client loyalty, and for achieving the performance requirements specified within a service level agreement with the client. A single CE may have more than one client. Every DFAS client will have a CE.
- **Client Service Executive (CSE)** - is accountable to the client and the client's respective CE for delivery of the service to the client for a single business line/product line and for collaborating on client relationship expansion and service excellence. The CSE receives resources from a business line executive that are employed by the CSE to deliver the service to the client and customers.
- **Client Development Executive (CDE)** - is accountable for collaborating with CEs to win new business, identify and develop new business opportunities, growing business in existing clients and taking the lead in new client situations.
- **Business Line Executive (BLE)** - is responsible for the overall business line (e.g., People Pay, Contract Pay, Vendor Pay, Accounting).
- **Product Line Executive (PLE)** - is responsible for a product line (e.g., Military Pay, Contractor Pay) within a business line.



Customer Interface *(Functions/New/Realigned)*



Function

- CE is responsible for overall client satisfaction across multiple business/product lines and part of Client Team
 - Establish a communications network
 - Resolve complaints and answer inquiries
 - Identify client needs and advocate client-oriented products and services
 - Develop and conduct performance reviews for the client
 - Oversee business improvements and new business opportunities
- CSE is responsible for client delivery and part of Client Team
- CDE is responsible for developing new products, services, processes and part of Client Team

New

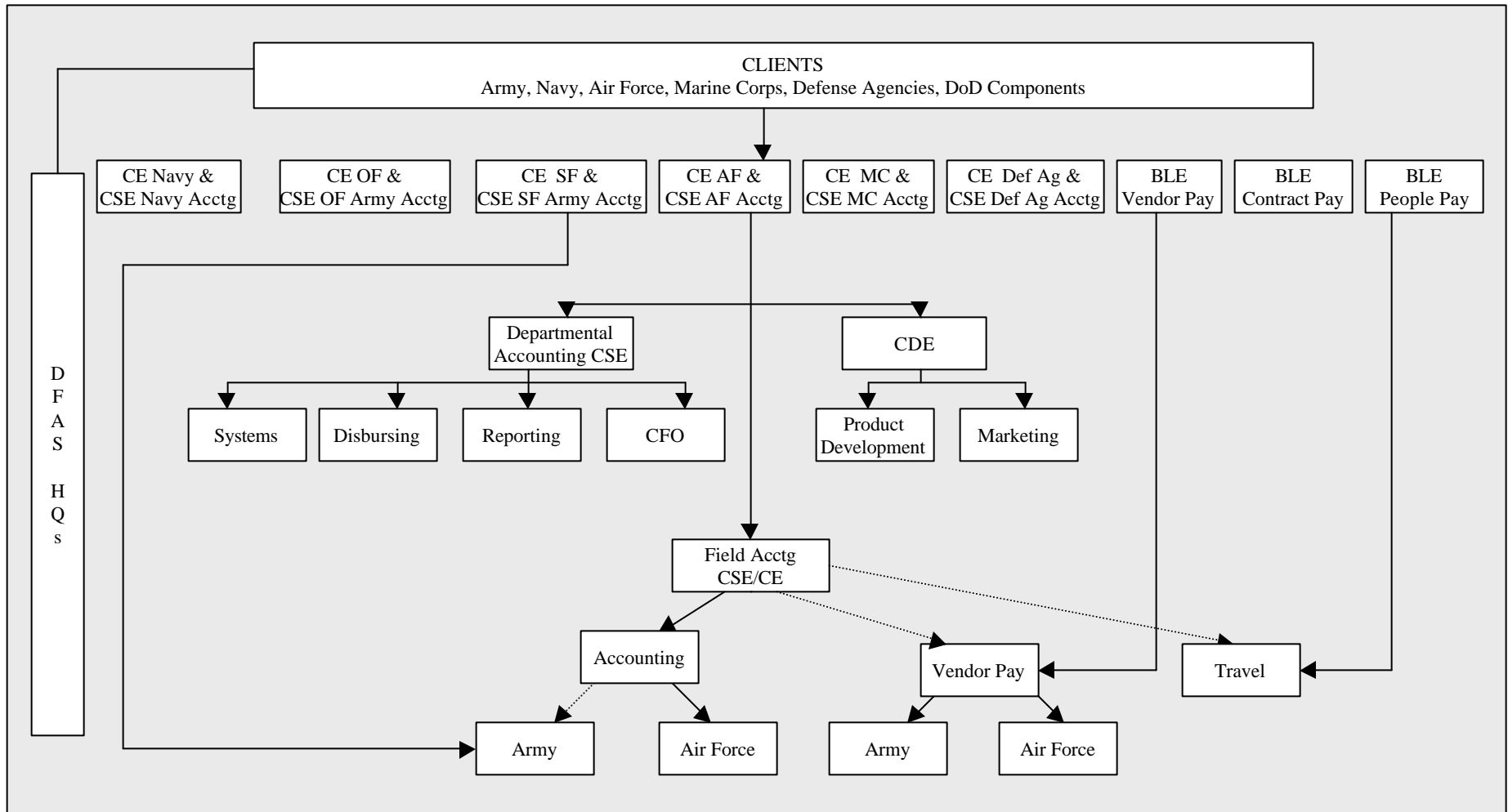
- It's all new

Realigned

- Resource are “dual hatted” and reside in other organizational elements



Customer Interface Organization





Accounting *(Functions/New/Realigned)*



Function

- Field accounting for appropriated and working capital funds
- Non-appropriated and trust fund accounting
- Departmental reporting

New

- Managerial Accounting and Analysis

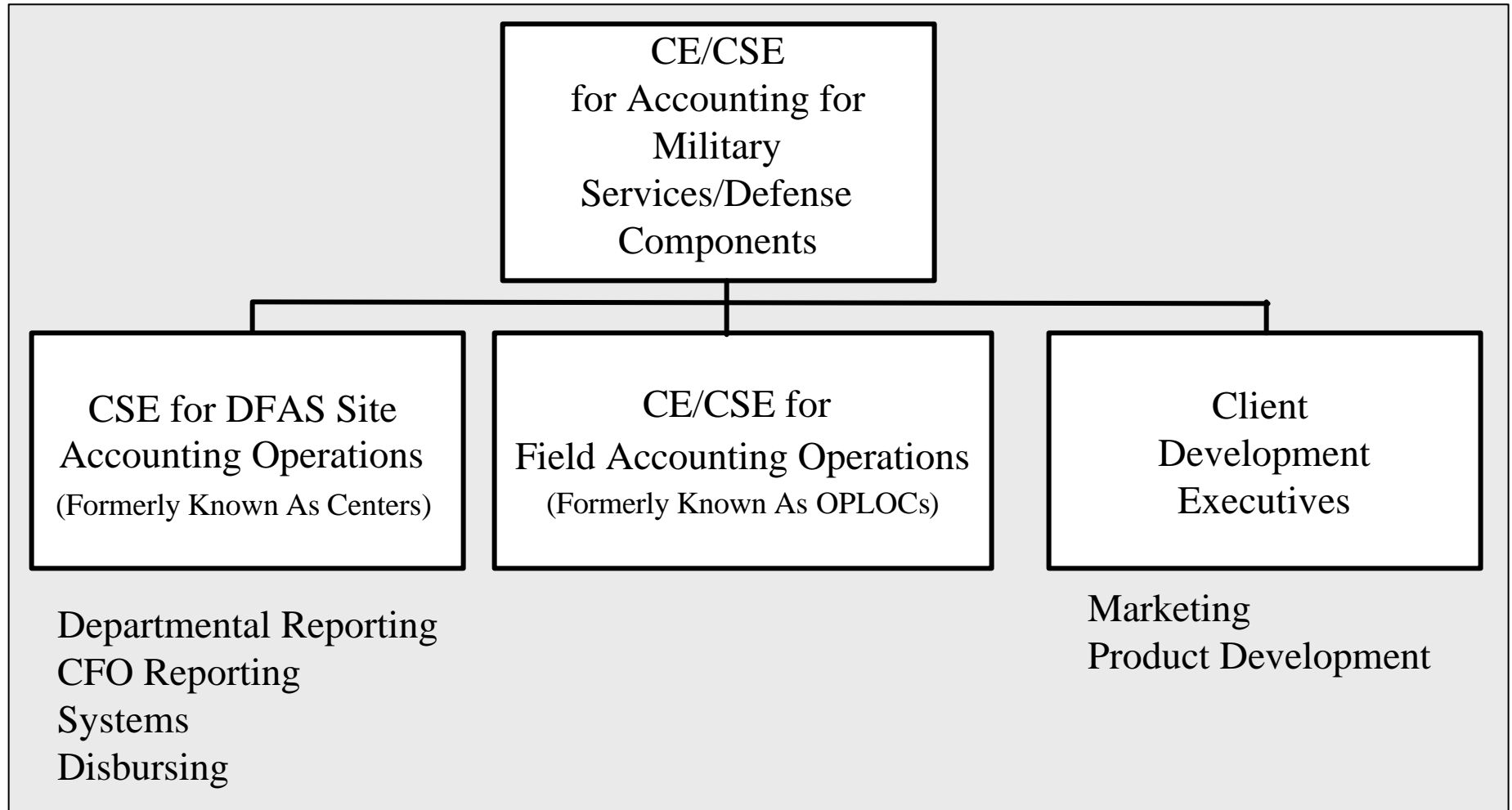
Realigned

- Disbursing
- Obligation input presently performed in IAPS for Denver Network



Accounting Organization

(DFAS Sites Formerly Known As Centers)





Accounting Organization

(DFAS Sites Formerly Known As OPLOCs)

